

CAMS USER ID REQUEST FORM

PROCESSING PROCEDURES



Purpose: To outline the process for **requesting, restoring, and deactivating** user access to, and **changing roles** within a Commerce Administrative Management System (CAMS) application. Unix and/or Oracle IDs and passwords for access CAMS are established by the Information Technology Center (ITC), Information Systems Office, Office of Finance and Administration.

Requirements:

- ✓ All CAMS users must be listed with their current duty station in the NOAA LOCATOR prior to being granted access to the systems. Information can be provided via e-mail at noaa.locator@noaa.gov. This is the responsibility of the user's office.
- ✓ All CAMS users must complete a CAMS USER ID REQUEST FORM. The form can be obtained by contacting the CAMS Client Services Help Desk on **301-427-1023** or via e-mail at clientservices@noaa.gov. The form is also available under the "Forms" hyperlink on the CAMS Program Division Web Site at <http://www.rdc.noaa.gov/~cams>.

Process Procedures:

1. You, the user, must complete the CAMS User ID Request Form and obtain your supervisor's signature. Please ensure the name and phone number of your office's Systems Administrator or LAN support person is also on the form. Forward the completed and signed form to the CAMS Client Services Help Desk via **fax to 240-632-2886** or via e-mail to clientservices@noaa.gov. If the signed form is sent via e-mail, it must be sent by your supervisor to serve as your supervisor's signature. **NOTE: The sender must have a full version of Adobe Acrobat (not just Acrobat Reader) to forward the form via e-mail.**
2. Client Services will review and record your request in the Help Desk software, creating an action ticket. The appropriate CAMS Team will be notified and will either approve or disapprove the request (new users, restored users, and role changes) via e-mail. Requests for deactivation will be forwarded directly to the CAMS DBAs and to the ITC for immediate action.
3. Once approval has been provided by the appropriate CAMS Team, requests for new and restored users will be forwarded to the ITC for action. Requests for role changes will be forwarded directly to the CAMS DBAs (or the appropriate CAMS Team) for action (See Step 6).
4. Based on the information provided, the ITC will establish/restore/deactivate a CAMS user account and password. Once this has been accomplished, the ITC will notify Client Services.
5. For new and restored users, Client Services will ensure that the correct Oracle ID is established in the GL029, Employee Information Maintenance Screen, in CFS using the standard Oracle naming convention. If, for any reason, the ITC must deviate from this convention, Client Services will be notified.
6. The CAMS DBAs (or the appropriate CAMS Team) will establish/change the standard role and notify Client Services that the role has been established/changed. For a role change, the previous role will be deactivated.
7. Client Services will notify you via e-mail to contact the ITC for your user name and passwords (Unix and Oracle). The ITC contact is David Scott and he can be reached on **301-763-6300, ext. 152** or by paging him on **301-763-6400**. If David Scott is unavailable, you may contact Cynthia Ritchie on ext.108. Exception: Client Services will provide the Oracle passwords directly to the Commerce Purchase Card System (CPCS) field contacts for all CPCS users.
8. Client Services will close the help desk ticket.

NOTE: Your Unix password must be changed every 60 days. If you allow your Unix password to expire, the ITC will deactivate your password. In order to have your password restored, you must complete another CAMS User ID Request Form and select "Restore User" as the Requested Action. Failure to enter your Unix ID and password correctly after three attempts will "lock" your Unix password. To "unlock" your Unix password, e-mail itc.accounts@noaa.gov directly.